



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

03-123
CGB

MAY 10 2005

Control No. 0500975-DRO
RECEIVED

JUN 08 2005

The Honorable Richard Burr
United States Senator

2000 West First Street, Suite 508
Winston-Salem, NC 27104

DOCKET FILE COPY ORIGINAL
Federal Communications Commission
Office of the Secretary

Dear Senator Burr:

Thank you for your letter of April 18, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Ms. Tarrah Musgrove, expressing her concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

The Commission understands and shares Ms. Musgrove's concern. Ms. Musgrove's letter states that she is experiencing long wait times to reach a VRS agent. The Commission waived the application of its traditional speed of answer rule for VRS to allow providers to gain experience in their ability to handle VRS call traffic. However, this requirement, mandating how quickly a VRS provider must answer an incoming VRS call, is raised in a Further Notice of Proposed Rulemaking (FNPRM) the Commission released on June 30, 2004 (FCC 04-137). The Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (DA 05-339). The speed of answer issue for VRS will be addressed in a future order.

We encourage Ms. Musgrove to actively participate in proceedings before the Commission to ensure that her opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe to and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, Ms. Musgrove should send an e-mail to subscribe@info.fcc.gov and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

No. of Copies rec'd 2
List ABCDE

The Commission also invites Ms. Musgrove to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

A copy of Ms. Musgrove's correspondence has been placed in the public record for this proceeding. The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jay Keithley".

Jay Keithley
Deputy Bureau Chief
Consumer & Governmental Affairs Bureau

RICHARD BURR
NORTH CAROLINA

United States Senate

WASHINGTON, DC 20510

April 18, 2005

0300989 MAY 2005 RCUT
Policy
D. Burr

975

Ms. Martha Johnson
Director
Federal Communication Commission
1919 M Street Northwest
Washington, D.C. 20554

Dear Ms. Johnson:

Enclosed is a copy of correspondence I have received from my constituent, Ms. Tarrah Musgrove, concerning the FCC. I believe that you will find this letter to be self-explanatory.

I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent.

Please address your response to my Winston-Salem office located at:

2000 West First Street, Suite 508
Winston-Salem, NC 27104
Telephone: (336) 631-5125
Facsimile: (336) 725-4493

I am grateful for any assistance you may be able to provide in this matter

Sincerely,



Richard Burr
United States Senator

RB:gr

Enclosure

Tarah Musgrove
211 pinegateice apt#5
Chapel Hill, NC 27514

RECEIVED

APR 13 2005

Richard Burr
Winston-Salem, NC

April 12, 2005

Senator Richard Burr
2000 West First Street
Suite 508
Winston-Salem, NC 27104

Dear Senator Richard Burr

Hi, I would like to ask you for help with the problems I have with Videophone Relay Service. I have written a letter to the Federal Communications Commission.

There is a way that people use videophone to talk with other people and sometimes they use relay service with videophones.

When I try to use Videophone Relay Service, I have to wait a long time before I can talk to a VRS agent. I like to tell you why Video Relay Service is always slow; there may be not many VRS agents to interpret for deaf users. And I have to wait for interpreters to show up on my screen. I like to use VP with other friends who have VP so we don't have to talk on computer or TTY. I don't like some interpreters because they sometimes sign slowly and I have to wait long time about 40 minutes for other interpreter. I would like for VRS to improve better and faster.

Thank you for helping me and hope you understand the problems.

Sincerely,

Tarah Musgrove

Tarah Musgrove

Tarah Musgrove
211 pinegate apt#6
Chapel Hill, NC 27514

April 8, 2005

Federal Communications Commission
Consumer & Governmental Affairs Bureau, Consumer Complaints,
Washington, DC 20554

Dear FCC,

Hi I like to tell you why Vide Relay Service is always slow and I have to wait for interpreters to show up on my screen. I like to use VP with other friends who have VP so we don't have to talk on computer or TTY. I don't like some interpreters because they sometimes sign slowly and I have to wait long time about 40 minutes for other interpreter. I would like for VRS to improve better and faster.

Thank you for helping me and hope you understand the problem.

Sincerely,


Tarah Musgrove

CC: Senator Richard Burr
Senator Elizabeth Dole
House of Representative David Price